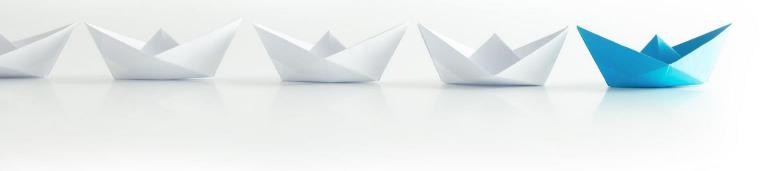




M365 MONITORING ESSENTIALS

Why device, WIFI, and ISP insights are crucial to supporting remote Microsoft 365 users

April 9th, 2024



Upgrade Your Time

Host & Speaker





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Before We Start





All attendee lines are muted

This is to prevent interruptions during the presentation.



Please submit questions via the Chat or Q&A panel

Your questions will be addressed directly during the webinar or in the Q&A section after the presentation.



The webinar is being recorded

After the webinar, we will send you a mail to give access to the recording and presentation slides.



Share your feedback with us

Use the link provided at the end to let us know what we can do better.

Agenda



- About panagenda
- Short Recap Episode 1
- Some Support Wisdoms
- > What kind of device, WIFI, and ISP insights are important for M365 support?
- Customer Examples using OfficeExpert TrueDEM
- > Q & A



About panagenda



- Founded 2007, privately owned and funded
- HQ in Vienna (Austria)
- Offices in Germany, USA and The Netherlands
- panagendians work from >20 different locations









APPLICATIONS SERVERS MAIL





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15



NOTES NOTES WEB NOTES MOBILE



INFRASTRUCTURE WORKLOAD COST





M365 monitoring essentials W E B I N A R

Why you need monitoring to keep your Microsoft 365 journey successful

March 12th, 2024 | 11:00 am EST | 16:00 CET



Christoph Adler Head of Solution Consulting panagenda



View 1st Webinar



Digital Experience Monitoring

shifts the focus to the complete 'User Journey'

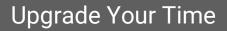


More than 85% of the issues with Microsoft 365 Services

are being caused on/by the user's device, the local network and/or the ISP side



Support Wisdoms



Support Wisdoms



Steps:

- Identify the Problem \rightarrow Understand the issue reported by the customer.
- Gather Information \rightarrow Ask relevant questions without overwhelming the customer.
- Isolate the Root Cause \rightarrow Narrow down possibilities.
- − Test Hypotheses → Verify assumptions.
- Implement Solutions \rightarrow Fix the issue.

DON'T EXPECT THE USER TO KNOW (anything) AVOID BURDENING THE USER (more than necessary)



And please do not forget <u>The customer* is always right**</u>

* Even or especially if the customer is your colleague** And also if they are actually not right



What kind of device, WIFI, and ISP insights are important for Microsoft 365 support?

Upgrade Your Time

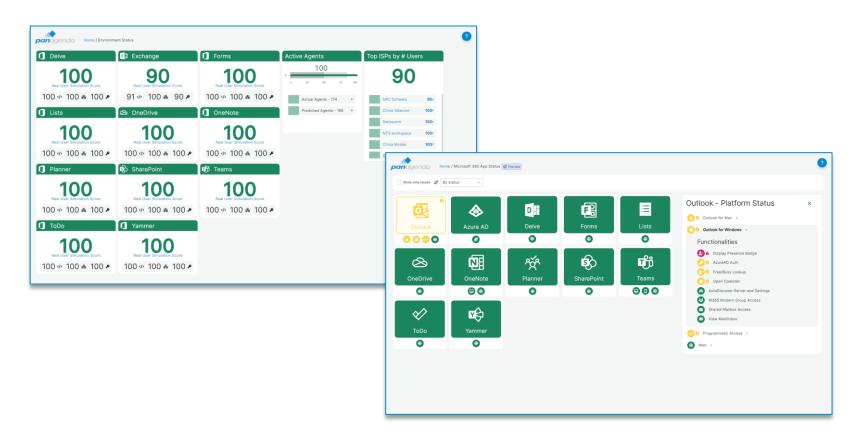




Affected computer (hostname)

Exclude 'larger' cloud issues





Device insights

- Affected computer (hostname)
- Hardware (CPU, Memory, GPU's, Harddisk, Manufacturer)
- Attached devices e. g. Camera, Headset, ...
- OS (Name, Architecture, Version/Build)
- Installed Drivers
- Installed Software (When, version, etc.)
- Battery status (if not UPS)
- CPU, Memory and Disk usage → Total in %
- CPU and Memory usage \rightarrow in % by top processes

Collecting data over the time to understand trends



Local network (Wifi) insights - company & remote/home



- Available Network Adapters
 - Which one is in use
 - Driver version
 - Yes, that includes VPN
- Wired Vs. Wireless
 - If Wireless \rightarrow SSID, Signal strength, Volatility
 - Inbound/Outbound bandwith
 - RTT Round Trip Times (Latency)
 - Packet Problems
 - Traffic (Received / Sent)



Company network insights



- Specific devices/services on the route such as
 - Proxies
 - Firewalls
 - Gateways
 - 3rd-party SaaS for Security
 - QoS
 - MPLS
 - SDWAN
 - Load Balancers

Collecting data over — the time to understand trends

ISP (Internet Service Provider) insights



- Route to Microsoft 365 Front Door
 - DNS
 - Gateways
 - Load Balancers
 - Hops / hop count
 - Latency (RTT)

Collecting data over — the time to understand trends

What does this data give to YOU?



- Identify problem-prone device types, network(segment)s, ISPs
- Single pane of glass (SPOG) to identify/detect patterns
- Compare devices, local/company networks and ISP's

Helps solve issues in lightspeed!



Customer Examples using OfficeExpert TrueDEM



Upgrade Your Time





OfficeExpert

panagenda

TrueDEM M365





Example: Device Health → Memory & CPU consumption



Manufacturer	DeviceType	TotalPhysicalMemory	RAM Pct used	CPU Avg	Devices
HP	HP EliteBook 845 G8 Notebook PC	15.0 GiB	53.8%	10.3%	90
HP	HP ZBook Fury 15.6 inch G8 Mobile Wor	31.0 GiB	40.0%	13.8%	61
HP	HP EliteBook 855 G8 Notebook PC	15.0 GiB	53.0%	9.68%	58
Dell Inc.	Latitude 5420	15.0 GiB	59.2%	19.9%	36
HP	HP EliteBook 845 14 inch G9 Notebook	15.0 GiB	53.8%	9.88%	31
HP	HP EliteBook 855 G7 Notebook PC	15.0 GiB	53.7%	15.6%	26
Dell Inc.	Latitude 5520	15.0 GiB	59.5%	19.5%	24
HP	HP EliteBook 845 G7 Notebook PC	15.0 GiB	52.9%	15.8%	23
Dell Inc.	Latitude 5430	15.0 GiB	58.3%	14.1%	23
HP	HP EliteBook 840 G5	15.0 GiB	52.4%	17.6%	2'

Manufacturer	DeviceType	TotalPhysicalMemory	RAM Pct used	CPU Avg ↓	Device
Dell Inc.	Latitude E5270	7.00 GiB	73.4%	100%	_
/Mware, Inc.	VMware Virtual Platform	7.00 GiB	44.8%	94%	
Hewlett-Packard	HP EliteBook 820 G2	15.0 GiB	66.6%	84.3%	
Dell Inc.	Latitude 5285	7.00 GiB	83.5%	80.3%	
HP	HP EliteBook 840 G4	31.0 GiB	28.2%	77.3%	
Hewlett-Packard	HP EliteBook 820 G1	11.0 GiB	59.3%	68.3%	
HP	HP Elite x2 1012 G2	3.00 GiB	88.8%	65.5%	
-IP	HP ProBook 650 G2	19.0 GiB	38.5%	64.7%	
ΗP	HP ProDesk 600 G4 DM (TAA)	31.0 GiB	36.7%	57.4%	
HP	HP EliteBook Folio G1	7.00 GiB	78.6%	54%	

Example: Device Health → Memory & CPU consumption (cont.) panagenda



Example: Device Health -> Memory & CPU consumption (cont.)



Example: Device Health \rightarrow **Software installations/updates**



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User's Device (9 panels)				
> Teams Call Expanded Detail (4 panels)				
 Applications 				
Applications Added / Removed				
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04/05/2024, 10:01:05 AM	Nmap 7.94	7.94		Nmap Project
04/05/2024, 10:01:05 AM	Npcap	1.75		Nmap Project
04/05/2024, 10:01:05 AM	Zoom	5.17.11 (34827)	5.16.10 (26186)	Zoom Video Communications, Inc.
04/05/2024, 10:01:05 AM	Microsoft OneDrive	24.055.0317.0002	24.050.0310.0001	Microsoft Corporation
04/05/2024, 10:01:05 AM	Snagit 2023	23.2.3	23.2.2.636	TechSmith Corporation
04/05/2024, 10:01:05 AM	Snagit 2023	23.2.3.2045	23.2.2.636	TechSmith Corporation
04/05/2024, 10:01:05 AM	Microsoft Edge	123.0.2420.81	123.0.2420.53	Microsoft Corporation
Applications Installed		< 1 2 > 1-8	of 16 rows	
Applications Installed Name ⊽		Publisher 😨	CurrentVersion 🖓	
Name γ Thunderbolt™ Software		Intel(R) Corporation	1.47.0.0	
TrueDEM Manager		panagenda	6.1.0.0	
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VBCABLE, The Virtual Audio Cable		VB-Audio Software		
VLC media player		VideoLAN	3.0.16	
VMware Workstation		VMware, Inc.	17.5.1	
Webex		Cisco Systems, Inc	43.6.0.26407	
WinSCP 5.13.4		Martin Prikryl	5.13.4	
		Microsoft Corporation	1.4.9200.23258	
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Windows 10 Update Assistant		< 1 ··· 11 12 13 14 15 16	17 > 136 - 144 of 149 rows	



Quick Live Demo OfficeExpert TrueDEM



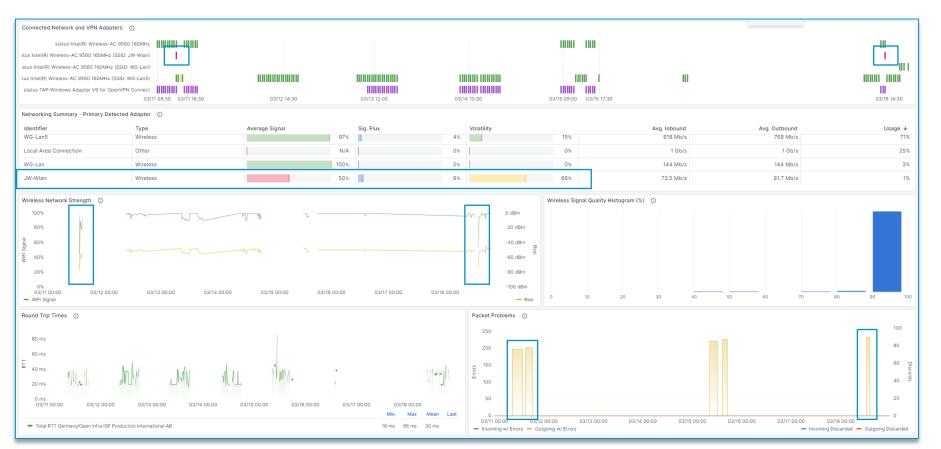
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Upgrade Your Time

Example: Network Health





Example: ISP Health



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ISP ↑ 🖓	Avg. RTT 🖓 🦙	Standard Deviation RTT (+/-) 🖓	Diff. From Tenant Av! 🖓	Diff. % 🖓	% of Affected Clients 🖓	Measurements 🖓		From Now 🖓
Line.	76.10 ms ±	28.64 ms	25.92 ms	1.52%	0.89%		2024-04-09 08:48:10	4 minutes ago
With the second	61.31 ms ±	23.00 ms	11.13 ms	1.22%	0.01%	870	2024-04-09 08:30:23	21 minutes ago
Mar.	77.33 ms ±	24.66 ms	27.15 ms	1.54%	0.00%	1,310	2024-04-09 08:46:54	5 minutes ago
and a second state of the	51.20 ms ±	19.98 ms		1.02%	0.00%	108	2024-04-05 03:53:10	4 days ago
There:	42.39 ms ±	11.89 ms	-7.80 ms	0.84%	0.00%	68	2024-04-04 17:47:08	5 days ago
MARKAN/COM	42.42 ms ±	16.15 ms	-7.76 ms	0.85%	0.01%	1,424	2024-04-08 23:00:26	10 hours ago
100.0	51.48 ms ±	17.10 ms		1.03%	0.00%	8	2024-04-03 16:47:03	6 days ago
of addition to the	183.58 ms ±	58.73 ms	133.40 ms	3.66%	0.00%	4	2024-04-05 22:16:41	3 days ago
The second s	51.08 ms ±	25.15 ms	0.90 ms	1.02%	0.00%	12	2024-04-05 15:52:56	4 days ago
107 No. 107 103	82.23 ms ±	26.88 ms	32.05 ms	1.64%	0.01%	2,597	2024-04-09 08:45:10	7 minutes ago
	70.30 ms ±	27.49 ms	20.12 ms	1.40%	0.01%	1,544	2024-04-09 08:46:54	5 minutes ago
DOM: NO DOM: NO	53.54 ms ±	21.64 ms		1.07%	0.04%	7,066	2024-04-09 08:48:18	3 minutes ago
(Multi-sector)	99.11 ms ±	64.95 ms	48.93 ms	1.98%	0.00%	330	2024-04-08 22:42:11	10 hours ago
Internet and the second	63.26 ms ±	13.70 ms	13.08 ms	1.26%	0.00%	504	2024-04-08 22:25:49	10 hours ago
Without Communications	61.67 ms ±	13.84 ms	11.48 ms	1.23%	0.01%	1,632	2024-04-09 08:43:07	9 minutes ago
IN STREET, MARKING, MICH.	47.00 ms ±	13.41 ms	-3.19 ms	0.94%	0.13%	29,150	2024-04-09 08:48:49	3 minutes ago
the second s	47.87 ms ±	29.37 ms	-2.31 ms	0.95%	0.00%	10	2024-04-08 17:48:01	15 hours ago
the sectors before \$25.	83.33 ms ±	0.00 ms	33.15 ms	1.66%	0.00%	1	2024-04-08 23:20:06	10 hours ago

Example: ISP Health (cont.)



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	56.50 ms ±	22.61 ms	6.32 ms	1.13%	30.82%	5,318,692	2024-04-09 08:49:09	4 minutes ago
	54.34 ms ±	23.75 ms	4.16 ms	1.08%	13.12%	2,077,711	2024-04-09 08:49:05	4 minutes ago
	54.73 ms ±	25.57 ms	4.55 ms	1.09%	8.59%	1,403,275	2024-04-09 08:49:12	4 minutes ago
	55.56 ms ±	20.22 ms	5.38 ms	1.11%	5.87%	1,046,622	2024-04-09 08:49:17	4 minutes ago
	75.29 ms ±	36.77 ms	25.11 ms	1.50%	5.58%	371,332	2024-04-09 08:48:53	4 minutes ago
	47.58 ms ±	27.32 ms	-2.60 ms	0.95%	5.30%	801,836	2024-04-09 08:48:42	4 minutes ago
	50.17 ms ±	28.69 ms	-0.01 ms	1.00%	3.87%	649,461	2024-04-09 08:49:11	4 minutes ago
	42.59 ms ±	29.36 ms	-7.59 ms	0.85%	3.75%	650,299	2024-04-09 08:49:12	4 minutes ago
	55.01 ms ±	27.27 ms		1.10%	1.93%	189,265	2024-04-09 08:48:45	4 minutes ago
	73.41 ms ±	50.96 ms	23.23 ms	1.46%	1.79%	26,991	2024-04-09 08:47:22	5 minutes ago
	61.46 ms ±	32.29 ms	11.28 ms	1.22%	1.26%	216,552	2024-04-09 08:49:03	4 minutes ago
	42.52 ms ±	16.49 ms	-7.66 ms	0.85%	1.15%	41,684	2024-04-09 08:47:16	6 minutes ago
	133.18 ms ±	122.24 ms	83.00 ms	2.65%	1.08%	329	2024-04-09 04:35:05	4 hours ago
	44.54 ms ±	22.91 ms	-5.65 ms	0.89%	1.05%	172,078	2024-04-09 08:49:13	4 minutes ago
	76.10 ms ±	28.64 ms	25.92 ms	1.52%	0.89%	129,717	2024-04-09 08:48:10	5 minutes ago
	50.94 ms ±	17.50 ms	0.76 ms	1.02%	0.83%	148,000	2024-04-09 08:48:56	4 minutes ago
	54.95 ms ±	29.85 ms	4.77 ms	1.10%	0.77%	127,417	2024-04-09 08:49:08	4 minutes ago
	58.64 ms ±	32.93 ms	8.46 ms	1.17%	0.70%	20.010	2024-04-09 08:48:39	4 minutes ago

Example: ISP Health (cont.)



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	434.00 ms 🗄	0.00 ms	383.82 ms	8.65%	0.00%	1	2024-04-08 19:29:44	13 hours ago	
	388.59 ms 🗄	96.22 ms	338.41 ms	7.74%	0.01%	1,543	2024-04-09 08:48:54	5 minutes ago	
	330.08 ms ±	166.10 ms	279.90 ms	6.58%	0.01%	13	2024-04-08 22:44:31	10 hours ago	
	262.82 ms ±	55.52 ms	212.64 ms	5.24%	0.00%	14	2024-04-08 15:35:00	17 hours ago	
	236.81 ms 🗄	15.37 ms	186.63 ms	4.72%	0.00%	65	2024-04-08 22:34:06	10 hours ago	
	214.36 ms ±	63.69 ms	164.18 ms	4.27%	0.00%	26	2024-04-05 16:01:21	4 days ago	
	202.14 ms ±	90.58 ms	151.96 ms	4.03%	0.00%	14	2024-04-03 18:16:53	6 days ago	
	196.26 ms 3	135.71 ms	146.08 ms	3.91%	0.00%	7	2024-04-03 21:01:34	5 days ago	
	186.57 ms 🗄	43.39 ms	136.38 ms	3.72%	0.00%	71	2024-04-09 01:02:01	8 hours ago	
	183.58 ms 🗄	58.73 ms	133.40 ms	3.66%	0.00%	4	2024-04-05 22:16:41	3 days ago	
	180.01 ms ±	95.84 ms	129.83 ms	3.59%	0.01%	459	2024-04-08 21:57:19	11 hours ago	
	157.67 ms 🗄	94.59 ms	107.49 ms	3.14%	0.00%	67	2024-04-09 03:15:10	6 hours ago	
	139.01 ms ±	61.59 ms	88.82 ms	2.77%	0.00%	238	2024-04-08 22:25:44	10 hours ago	
	138.50 ms 🗄	133.64 ms	88.32 ms	2.76%	0.00%	2	2024-04-03 20:31:04	6 days ago	
	133.18 ms ±	122.24 ms	83.00 ms	2.65%	1.08%	329	2024-04-09 04:35:05	4 hours ago	
	121.05 ms ±	18.49 ms	70.87 ms	2.41%	0.00%	81	2024-04-03 21:40:59	5 days ago	
	111.62 ms 🗄	49.33 ms	61.44 ms	2.22%	0.00%	50	2024-04-05 19:25:16	4 days ago	
	109.48 ms 🗄	76.69 ms	59.30 ms	2.18%	0.00%	32	2024-04-02 20:03:30	7 days ago	

Example: ISP Health (cont.)



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ISP 🖓 Starlink	Continent 🖓 North America		Country 🖓 United States	City 🖓		63.70 ms		28.91 ms Clients Affecte	d ⊽ Last ISP Use ⊽ 1 2024-04-09 08:46:44		
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$\frac{206.224.68.196 \rightarrow 206.224.65.}{206.224.65.202 \rightarrow 206.224.65}$								∑ Measuremer		Σ Devic	
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<u>206.224.65.202 → 206.224.65</u>	188 swedencentral 02 westeurope			19.6% 27.1%	3.13%	12.2 21.5	62 79.3	Σ Measuremer	2 2	Σ Devic	1
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$206.224.65.202 \rightarrow 206.224.65$ $172.16.250.44 \rightarrow 206.224.65.2$ $172.16.252.132 \rightarrow 206.224.68.1$	188 swedencentral 02 westeurope 96 francecentral 188 westeurope			19.5% 27.1% 28.6% 29.9%	3.13% 3.13% 3.13% 3.13%	12.2 21.5 14.2 17.8	62 79.3 49.6 59.8	∑ Measuremer	2 2 2 2	Σ Devic	1
206.224.65.202 206.224.65. 172.16.250.44 206.224.65.2 172.16.252.132 206.224.68.1 206.224.65.202 206.224.65.2	188 swedencentral 02 westeurope 96 francecentral 188 westeurope			19.6% 27.1% 28.6% 29.9% 94.7%	3.13% 3.13% 3.13% 3.13% 3.13%	12.2 21.5 14.2 17.8 108	62 79.3 49.6 59.8 114	∑ Measuremer	2 2 2 2 2 2 2	Σ Devic	1
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Events timeline - Preview (work in progress)



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panagenda Home / User Search / User Experience			3
Christoph Adler christoph.adler@panagenda.com	ils	From 2024-04-02 10:46	To 2024-04-09 10:46
Device name ADCH-P52 Department Solution Consulting E Job Title Head of Solution Consulting EMEA Company Name panagenda GmbH	MEA Office Location - City Heppenheim	State - Country Germany	
Events Timeline User Insights Connectivity Journey User Experience Teams Call List	st Device Summary		
Only Calls	Only Calls with Problems Managed Networks	Unmanaged Networks All 🗸	
			Bin size 15m 30m 1h Zoom 8h 1d All
Network			
Calls	e Issues Consecutive Video Issues		Consecutive Audio Issues
Memory over 90% Memory over 90%	Memory over 90%		Memory over 90%
Арр	a) a aa		
12:00 3. Apr 12:00 4. Apr 12:00	5. Apr 12:00 6. Apr	12:00 7. Apr 12:00	8. Apr 12:00 9. Apr
3. Apr 4. Apr	S. Apr 6. Apr	7. Apr	8. Apr 9. Apr I
0 3. Apr 4. Apr		7. Apr	8. Apr 9. Apr 1

Q & A



THANK YOU!



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Why Teams Call analytics is critical to your entire business

May 7th, 2024 | 10:00 am EST | 16:00 CET



Christoph Adler Head of Solution Consulting panagenda



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